



NATIONAL FAMILY CAREGIVERS ASSOCIATION



## A **FREE** National TeleClass For Family Caregivers

### *Communicating Effectively with Healthcare Professionals*

A two-part Series  
Thursday, November 6 & 13, 2008  
2 PM to 3 PM Eastern

To Register Go to:

[www.thefamilycaregiver.org](http://www.thefamilycaregiver.org)

For More Information Call: 1/800-896-3650

#### **WHAT YOU'LL LEARN DURING THIS TELECLASS SERIES**

##### **Part 1: November 6**

- Develop a basic understanding of how the U.S. healthcare system operates
- Understand your role on your loved one's healthcare team
- Describe how good communication can facilitate optimum health care
- Know how to prepare for doctor office visits

##### **Part 2: November 13**

- Develop strategies to establish rapport/collaborate with your loved one's healthcare providers
- Distinguish between different styles of communicating with healthcare professionals
- Compose assertive messages for communicating in healthcare situations
- Be prepared for and cope with an emergency room visit

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